

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D215) E2 SHOP SYSTEM AND CRIBWARE SOFTWARE SUPPORT FOR LaRC MOST EFFICIENT ORGANIZATION (MEO)

TA No:	231-Rev2		
Task Area Monitor:		Alternate Task Area Monitor:	
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

The LaRC Most Efficient Organization (MEO) was selected in January 2005 as the best value for procuring metal test article development and general and precision machining services for the Center. The MEO has a core function to provide state of the art technical support for fabrication of aerospace research hardware and test articles used for the various NASA projects as well as support to other agency, industry, and academia projects.

The MEO has been tasked with developing and implementing innovative and cost-effective management systems, processes and initiatives to operate as a high-performance organization. In an attempt to use information technology (IT) to improve the overall manufacturing process the MEO has focused on two specific software packages: E2 Shop System Software and Cribware Tool Management System Software.

E2 Shop System Software is a work management system that will be used to efficiently and effectively plan, control, and account for work performed by the MEO. The E2 software will assist the MEO in internally managing and tracking work in a logical, cost-effective manner, and formulating schedules of work that minimize nonproductive time or project delay.

Whereas E2 will be used for tracking the MEO work management process, the Cribware Tool Management System Software will provide control of the tool management process. The Cribware Software is an information management system that will be customized to MEO specifications.

Due to the fact that the MEO is a continually improving organization both software packages are a critical aspect of the manufacturing process. As a result, the requirement exists to have IT contract support expertise to aid in populating and maintaining the E2 Shop System Software as well as the Cribware Tool Management System Software that have been selected for use by the MEO.

3. OBJECTIVE

The primary objective of this task is to provide the specialized support necessary to fully utilize E2 Shop System Software. The E2 Shop System Support Professional will work to

achieve the following objectives:

- Capture and document new work as it comes into the organization (order entry)
- Identify the steps for carrying out new work after it has been entered into the system (routing)
- Identify the start and finish date for new work as well as determine how existing work in the system will be impacted (scheduling)
- Ensure that jobs that have been scheduled are updated on a regular basis (data collection)
- Ensure the ideal resource levels are established at the beginning of a job and maintained throughout the life of a project
- Ensure that the development team and customer will know how a project is progressing and when it will be finished
- Analyze resource utilization and report trends to MEO Management
- Provide risk identification and assessment
- Provide training to the MEO workforce

A secondary objective of this task is to provide the specialized support necessary to fully utilize the Cribware Tool Management Software. The Cribware Support Professional will work to achieve the following objectives:

- Create additional software lines as new tools are added to the inventory
- Establish/revise automated reorder points
- Implement links to tool vendor catalogs for on-line ordering
- Revise access and permissions for machinists
- Develop customized reports for MEO management
- Provide training to the MEO workforce

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
N/A

General IT Support Services Performance Metrics

Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule.

Performance Metrics:

- Exceeds: All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on that lead to advancements towards the goals of the projects.
- Meets: Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.
- Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the project.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

Software engineering tools shall be used to ensure the task is on track and within budget. The customer shall be notified if any cost or schedule slip is expected.

10. JOINT REVIEW SCHEDULE

The MEO POC and the contractor shall have periodic meetings to review work progress.

11. PERIOD OF PERFORMANCE

This TA is effective from 10/01/06 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 80% Timeliness: 20%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Populate, maintain, and monitor MEO E2 Shop System Software.	Support provided on a daily basis.
2	Populate, maintain, and monitor MEO Cribware Tool Management System Software.	Support provided on a daily basis.

17. FILE ATTACHMENTS

None.